



**PROVIDER REPORT
FOR**

**JEWISH VOCATIONAL
SERVICE
75 Federal Street
Boston, MA 02110**

July 21, 2023

Version

Public Provider Report

**Prepared by the Department of Developmental Services
OFFICE OF QUALITY ENHANCEMENT**

SUMMARY OF OVERALL FINDINGS

Provider JEWISH VOCATIONAL SERVICE

Review Dates 6/5/2023 - 6/8/2023

Service Enhancement Meeting Date 6/23/2023

Survey Team Raymond Obeng
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Citizen Volunteers

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	2 location(s) 7 audit (s)	Full Review	41/46 2 Year License 06/23/2023 - 06/23/2025		26 / 27 Certified 06/23/2023 - 06/23/2025
Employment Support Services	2 location(s) 7 audit (s)			Full Review	21 / 21
Planning and Quality Management				Full Review	5 / 6

EXECUTIVE SUMMARY :

Jewish Vocational Services (JVS) is a non-profit organization that provides employment supports and workforce development services to individuals with Intellectual and Development Disabilities, others in the community, and employers in Eastern Massachusetts. The agency's Disability Services Department supports individuals with employment through its various employer network partnerships. Since their last survey, JVS began a partnership with another agency in April of 2021, and expanded their employment supports services to Southeastern MA. The agency currently serves DDS individuals out of its Boston and newly opened Easton MA locations. The agency also works with refugees and other disadvantaged community groups.

For this 2023 survey, the Department of Developmental Services (DDS) Metro Office of Quality Enhancement conducted a full licensing and certification review of supports offered to individuals out of JVS's Boston and Easton employment locations.

Survey results showed JVS's commitment to providing quality employment supports and growing their employment services. Across the organization, JVS had effective systems for the screening and hiring of new staff. The agency demonstrated a system for tracking staff trainings, and it ensured that staff received all required trainings including human rights and abuse and neglect reporting. JVS demonstrated ongoing staff oversight, supervision, and staff development which enhanced the quality of supports offered to individuals. It introduced Salesforce as their new organizational database in early 2022 and are expanding the use of this tool. It also increased its focus on the recruiting and preparation of people with disabilities for employment, starting from high school to its CCAP program. The agency demonstrated a system for gathering and analyzing program information with a view to ensuring consistency of effective supports.

Within the employment supports program, the Boston site where people spent time was clean and well maintained. Annual inspections were current, and safety standards such as the safety plan, evacuation and fire protection systems were met. The review showed that people's emergency fact sheets were accurate and complete. Staff had good knowledge of the needs of people they work with and supported them to accomplish their ISP goals and objectives. In the area of human rights, individuals and guardians received training on abuse and neglect reporting; they also received information on human rights and how to file a grievance. Individuals interviewed expressed satisfaction with their employment and supports offered by staff. Staff were observed to be respectful in their interactions and communication with and about individuals. As it relates to assistive technology that would promote independence, assessments were completed for individuals, and some were supported to use phone apps as part of their day. One noteworthy finding was the support offered to people with transportation; the agency offered extensive training to help people navigate travel to and from their places of work.

As it relates to certification, JVS individuals were beneficiaries of extensive assessments and career planning. The preferences of individuals and their families were well known to staff. People were supported to have employment driven goals and received support to work towards achieving the goals. Individuals were employed at integrated job settings and were supported to be part of the culture at their places of work. People received ongoing job coaching supports that were faded as their skills advanced. They were also supported to receive job-related trainings, skill development and support with social skills that promote success in the workplace.

While JVS demonstrated many areas of effective supports, there were areas that would benefit from further improvement. The agency's Human Rights Committee did not meet the mandate for required member attendance. Regarding satisfaction with services, the agency needs to improve its systems for collecting and using feedback from participants, families, guardians, and staff in its service improvement efforts. Regarding incident reporting, the agency needs to develop a system for ensuring the timely reporting and finalization of incidents in HCSIS.

Based on the findings of this review, Jewish Vocational Services met 89% of licensing indicators and will therefore, receive a two-year license for the Employment/Day service grouping. The DDS Office of Quality Enhancement will conduct a follow-up review for licensing indicators that were not met within 60 days of the SEM meeting. The agency's Employment/Day service grouping is also certified having met 96% of certification indicators.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	6/7	1/7	
Employment and Day Supports	35/39	4/39	
Employment Support Services			
Critical Indicators	5/5	0/5	
Total	41/46	5/46	89%
2 Year License			
# indicators for 60 Day Follow-up		5	

Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	The agencies Human Rights Committee did not meet the mandate for membership and attendance. The agency needs to ensure that the Human Rights Committee meets all regulatory mandates.

Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	At one site, hot water temperature measured outside of the required range. The agency must ensure that hot water temperature at its sites measures at 110 degrees.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For one of three individuals required assessments were not developed and submitted within the required timelines for the ISP meeting. The agency needs to ensure that required assessments are developed and submitted within the required timelines for the ISP meeting.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For two of three individuals support strategies were not developed and submitted within the required timelines for the ISP meeting. The agency needs to ensure that support strategies are developed and submitted within the required timelines for the ISP meeting.

Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L91	Incidents are reported and reviewed as mandated by regulation.	At one of two sites incidents were not reported and reviewed as mandated by regulation. The agency needs to ensure that incidents are reported and reviewed in HCSIS as mandated by regulation.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	5/6	1/6	
Employment and Day Supports	21/21	0/21	
Employment Support Services	21/21	0/21	
Total	26/27	1/27	96%
Certified			

Planning and Quality Management Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C3	The provider actively solicits and utilizes input from the individuals and families regarding satisfaction with services.	The agency attempted but had limited success in soliciting feedback from individuals and families regarding satisfaction with services. The agency needs to ensure that it actively solicits and utilizes input from the individuals and families regarding satisfaction with services.

MASTER SCORE SHEET LICENSURE

Organizational: JEWISH VOCATIONAL SERVICE

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
PE L2	Abuse/neglect reporting	1/1	Met
L3	Immediate Action	1/1	Met
L4	Action taken	1/1	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	3/3	Met
L76	Track trainings	4/4	Met
L83	HR training	4/4	Met

Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	7/7			7/7	Met
L5	Safety Plan	L	1/1			1/1	Met
℞ L6	Evacuation	L	1/1			1/1	Met
L7	Fire Drills	L	1/1			1/1	Met
L8	Emergency Fact Sheets	I	7/7			7/7	Met
L9 (07/21)	Safe use of equipment	I	7/7			7/7	Met
℞ L11	Required inspections	L	1/1			1/1	Met
℞ L12	Smoke detectors	L	1/1			1/1	Met
℞ L13	Clean location	L	1/1			1/1	Met
L14	Site in good repair	L	1/1			1/1	Met
L15	Hot water	L	0/1			0/1	Not Met (0 %)
L16	Accessibility	L	1/1			1/1	Met
L17	Egress at grade	L	1/1			1/1	Met
L18	Above grade egress	L	1/1			1/1	Met
L20	Exit doors	L	1/1			1/1	Met
L21	Safe electrical equipment	L	1/1			1/1	Met
L22	Well-maintained appliances	L	1/1			1/1	Met
L26	Walkway safety	L	1/1			1/1	Met
L29	Rubbish/combustibles	L	1/1			1/1	Met
L30	Protective railings	L	1/1			1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L31	Communication method	I	7/7			7/7	Met
L32	Verbal & written	I	7/7			7/7	Met
L37	Prompt treatment	I	7/7			7/7	Met
L49	Informed of human rights	I	7/7			7/7	Met
L50 (07/21)	Respectful Comm.	I	7/7			7/7	Met
L51	Possessions	I	7/7			7/7	Met
L52	Phone calls	I	7/7			7/7	Met
L54 (07/21)	Privacy	I	7/7			7/7	Met
L77	Unique needs training	I	7/7			7/7	Met
L80	Symptoms of illness	L	2/2			2/2	Met
L81	Medical emergency	L	2/2			2/2	Met
L85	Supervision	L	2/2			2/2	Met
L86	Required assessments	I	2/3			2/3	Not Met (66.67 %)
L87	Support strategies	I	1/3			1/3	Not Met (33.33 %)
L88	Strategies implemented	I	7/7			7/7	Met
L91	Incident management	L	1/2			1/2	Not Met (50.0 %)
L93 (05/22)	Emergency back-up plans	I	7/7			7/7	Met
L94 (05/22)	Assistive technology	I	7/7			7/7	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L96 (05/22)	Staff training in devices and applications	I	3/3			3/3	Met
#Std. Met/# 39 Indicator						35/39	
Total Score						41/46	
						89.13%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	1/1	Met
C2	Data analysis	1/1	Met
C3	Service satisfaction	0/1	Not Met (0 %)
C4	Utilizes input from stakeholders	1/1	Met
C5	Measure progress	1/1	Met
C6	Future directions planning	1/1	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	7/7	Met
C8	Family/guardian communication	7/7	Met
C22	Explore job interests	7/7	Met
C23	Assess skills & training needs	7/7	Met
C24	Job goals & support needs plan	7/7	Met
C25	Skill development	7/7	Met
C26	Benefits analysis	7/7	Met
C27	Job benefit education	7/7	Met
C28	Relationships w/businesses	2/2	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C29	Support to obtain employment	7/7	Met
C30	Work in integrated settings	7/7	Met
C31	Job accommodations	7/7	Met
C32	At least minimum wages earned	5/5	Met
C33	Employee benefits explained	7/7	Met
C34	Support to promote success	7/7	Met
C35	Feedback on job performance	7/7	Met
C36	Supports to enhance retention	7/7	Met
C37	Interpersonal skills for work	7/7	Met
C47	Transportation to/ from community	7/7	Met
C50	Involvement/ part of the Workplace culture	7/7	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met